

FIG. 1

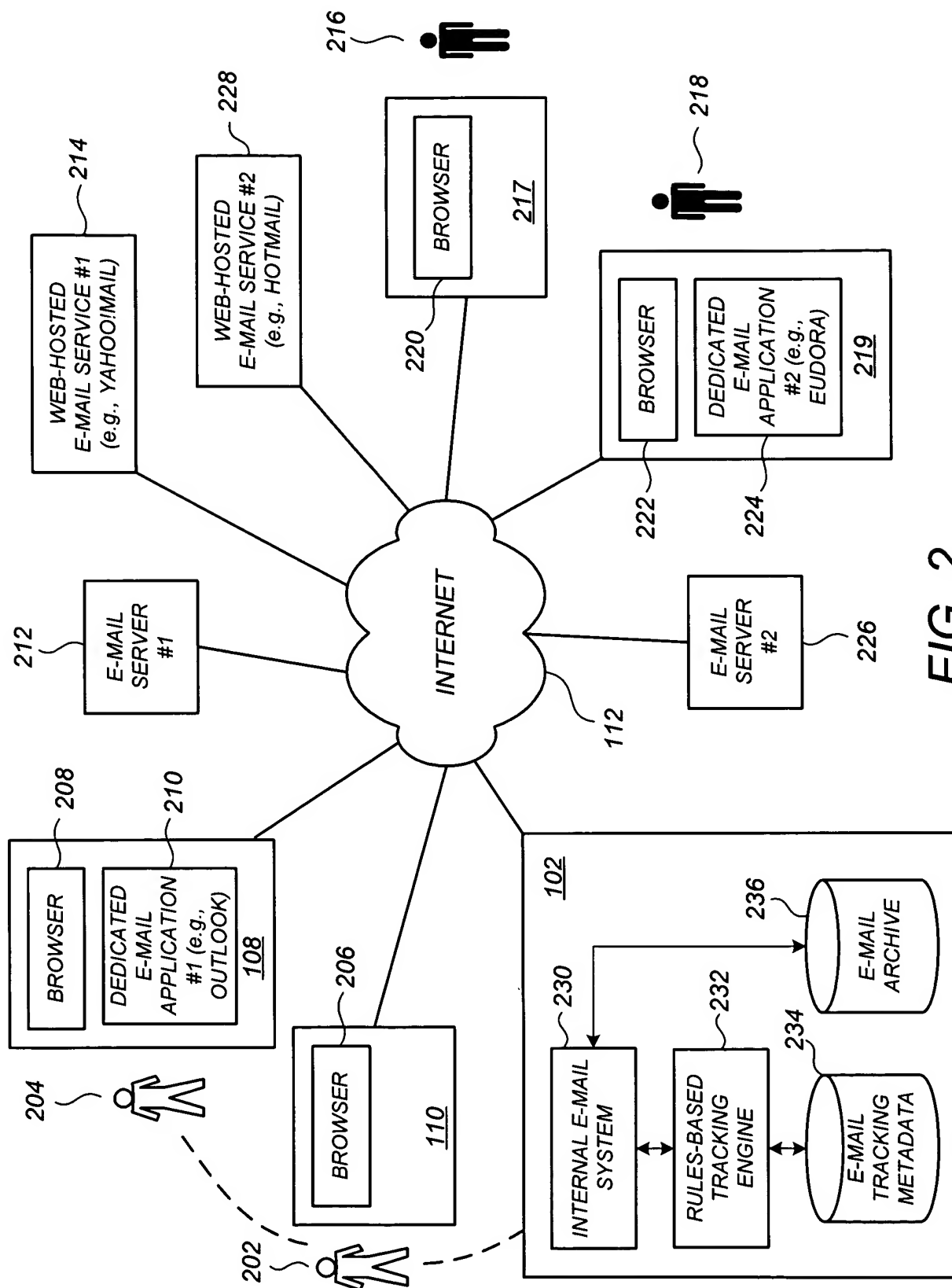


FIG. 2

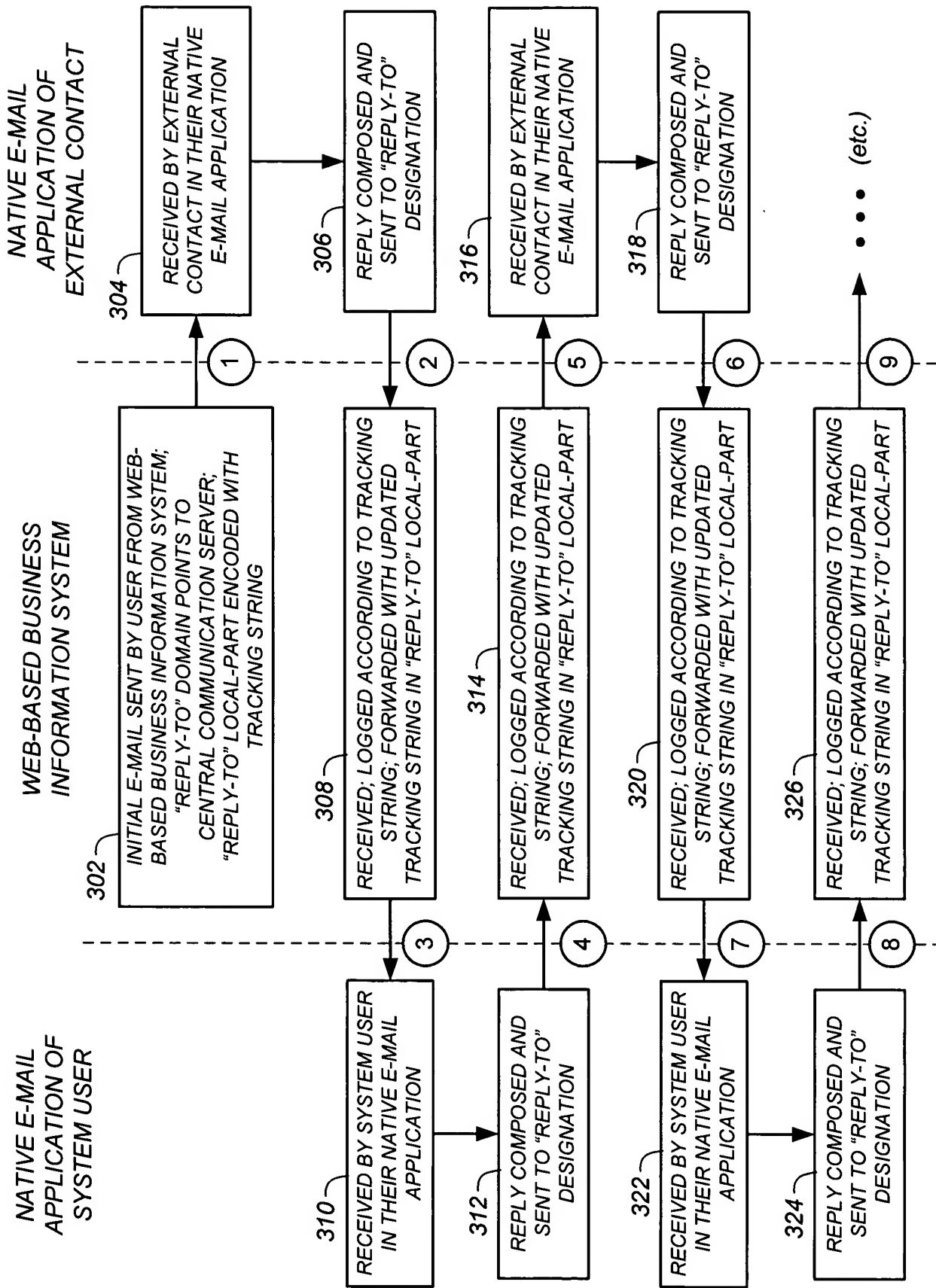
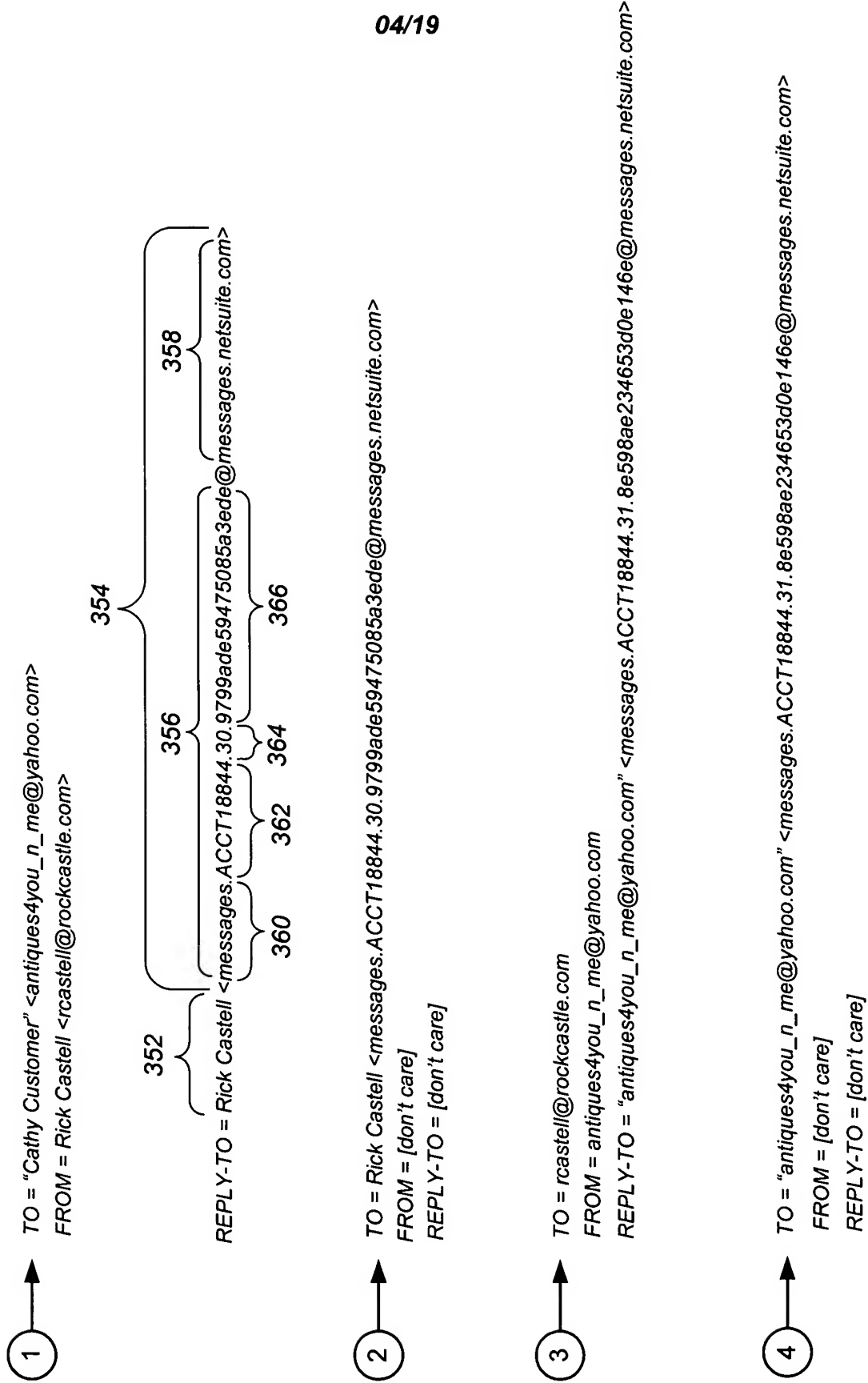


FIG. 3A



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FIG. 3B-1

5 →
TO = "Cathy Customer" <antiques4you_n_me@yahoo.com>
FROM = Rick Castell <rcastell@rockcastle.com>
REPLY-TO = Rick Castell <messages.ACCT18844.32.e82cfb0c32457768467f@messages.netsuite.com>

6 →
TO = Rick Castell <messages.ACCT18844.32.e82cfb0c32457768467f@messages.netsuite.com>
FROM = [don't care]
REPLY-TO = [don't care]

7 →
TO = rcastell@rockcastle.com
FROM = antiques4you_n_me@yahoo.com
REPLY-TO = "antiques4you_n_me@yahoo.com" <messages.ACCT18844.33.148e4cbffb39edddde676@messages.netsuite.com>

8 →
TO = "antiques4you_n_me@yahoo.com" <messages.ACCT18844.33.148e4cbffb39edddde676@messages.netsuite.com>
FROM = [don't care]
REPLY-TO = [don't care]

9 →
TO = "Cathy Customer" <antiques4you_n_me@yahoo.com>
FROM = Rick Castell <rcastell@rockcastle.com>
REPLY-TO = Rick Castell <messages.ACCT18844.34.82fdca629d674ff79905@messages.netsuite.com>

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FIG. 3B-2

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Customer - NetSuite (Rock Castle Construction) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Sign Out | Help | Global Search

NETSUITE™

Home Transactions Lists Reports Setup Support

Lists > Customers >

Customer

Rock Castle Construction Rick Castell (Administrator) Generate Statement Prev Next

New: Contact | Task | Call | Event | Note | E-mail | Opportunity | Estimate | Invoice | Sales Order | Cash Sale | Case | Job | Subcustomer

Customer: Antique Recyclers, Inc. 404

Status: CUSTOMER-Closed Won

Customer is Inactive: No

Edit New Search Print Show Activity

General Address Financial Access Custom

Company Name: Antique Recyclers, Inc.

Category: Commercial

Phone: 650-464-8722

Alt. Phone: 815-364-3923

Fax:

E-Mail: antiques4you_n_me@yahoo.com

Web Address:

406

Sales Rep: Territory: Lead Source: Partner: Comments: Great client who needs a new building addition/remodel.

Date Created: 2/23/2004

Unsubscribe: No

Image:

Contacts Activities Notes Messages Opportunities Transactions Items Cages Files Campaigns Jobs/Subs

Contact: Attach as Attach Customize View

New Contact Attach Update Primary Customize View

Edit Name / Job Title Phone E-mail Primary/Alternate Remove

Edit Cathy Customer Building Manager 650-464-8722 antiques4you_n_me@yahoo.com Primary Primary Remove

Done Internet

FIG. 4

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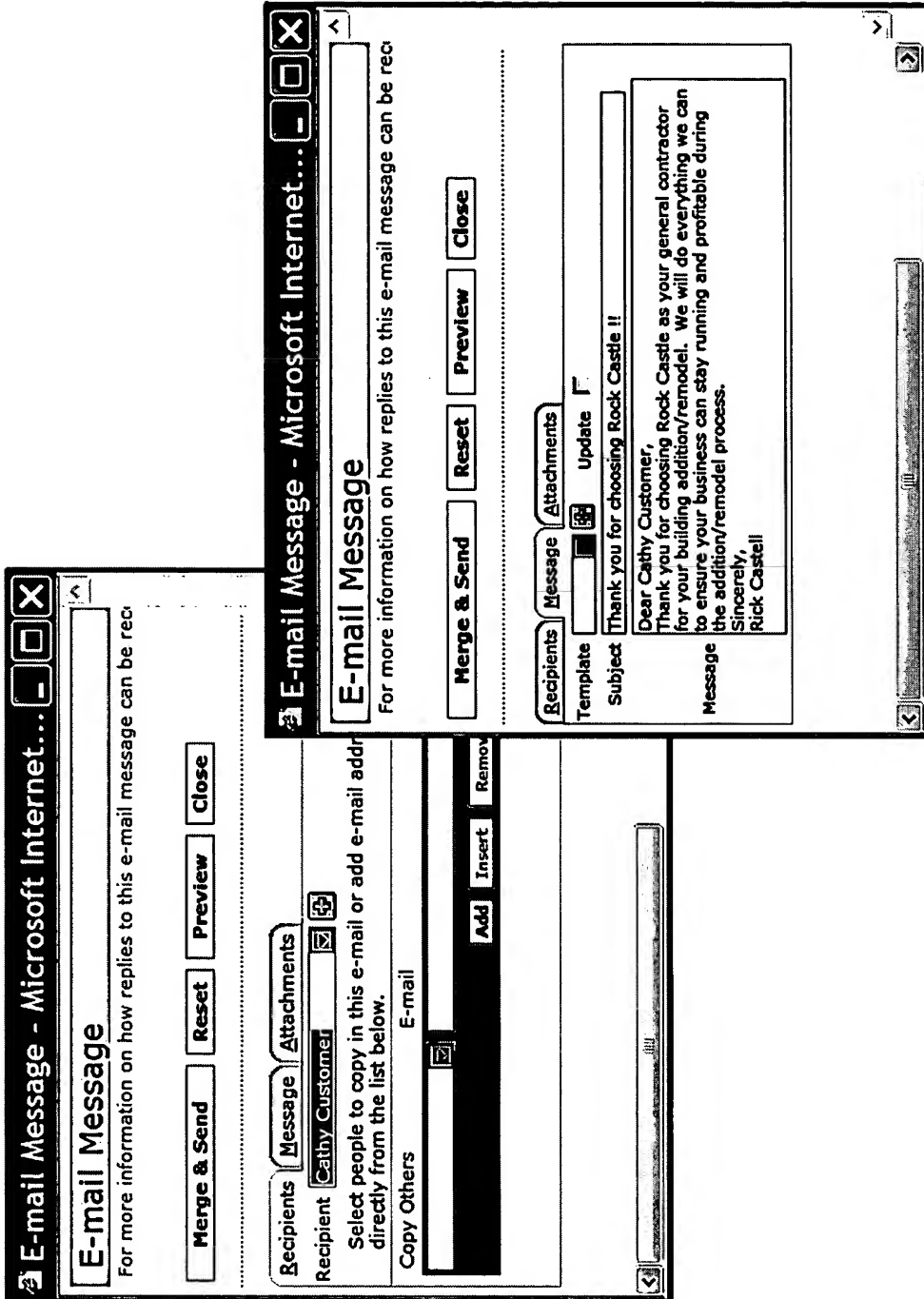


FIG. 5

• Contacts

Activities

• Notes

Messages

Opportunities

Transactions

Items

Cases

Files

Campaigns

Jobs/Subs

E-mail

Attach

Refresh

View History

| | | | | | | | |
|-------------|--------------------|--------------|----------------|---------------------------------------|--------|-------|---------------|
| View | Date & Time | From | To | Subject | Type | Files | Remove |
| <u>View</u> | 2/23/2004 11:20 pm | Rick Castell | Cathy Customer | Thank you for choosing Rock Castle !! | E-mail | | <u>Remove</u> |

FIG. 6

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antiques4you_n_me@yahoo.com [Sign Out]

Mail Upgrades

Search Mail

Mail Options

1% of 4.0MB used

Get more space

Inbox

View: All | Unread | Flagged

Messages 1-1 of 1 | First | Previous | Next | Last

| | | | | |
|--------------------------|--------------|---------------------------------------|-------------------|------|
| Delete | Spam | Mark | Move to folder... | OK |
| <input type="checkbox"/> | Sender | Subject | Date | Size |
| <input type="checkbox"/> | Rick Castell | Thank you for choosing Rock Castle !! | Mon 02/23 | 2k |

Check All

Clear All

FIG. 7

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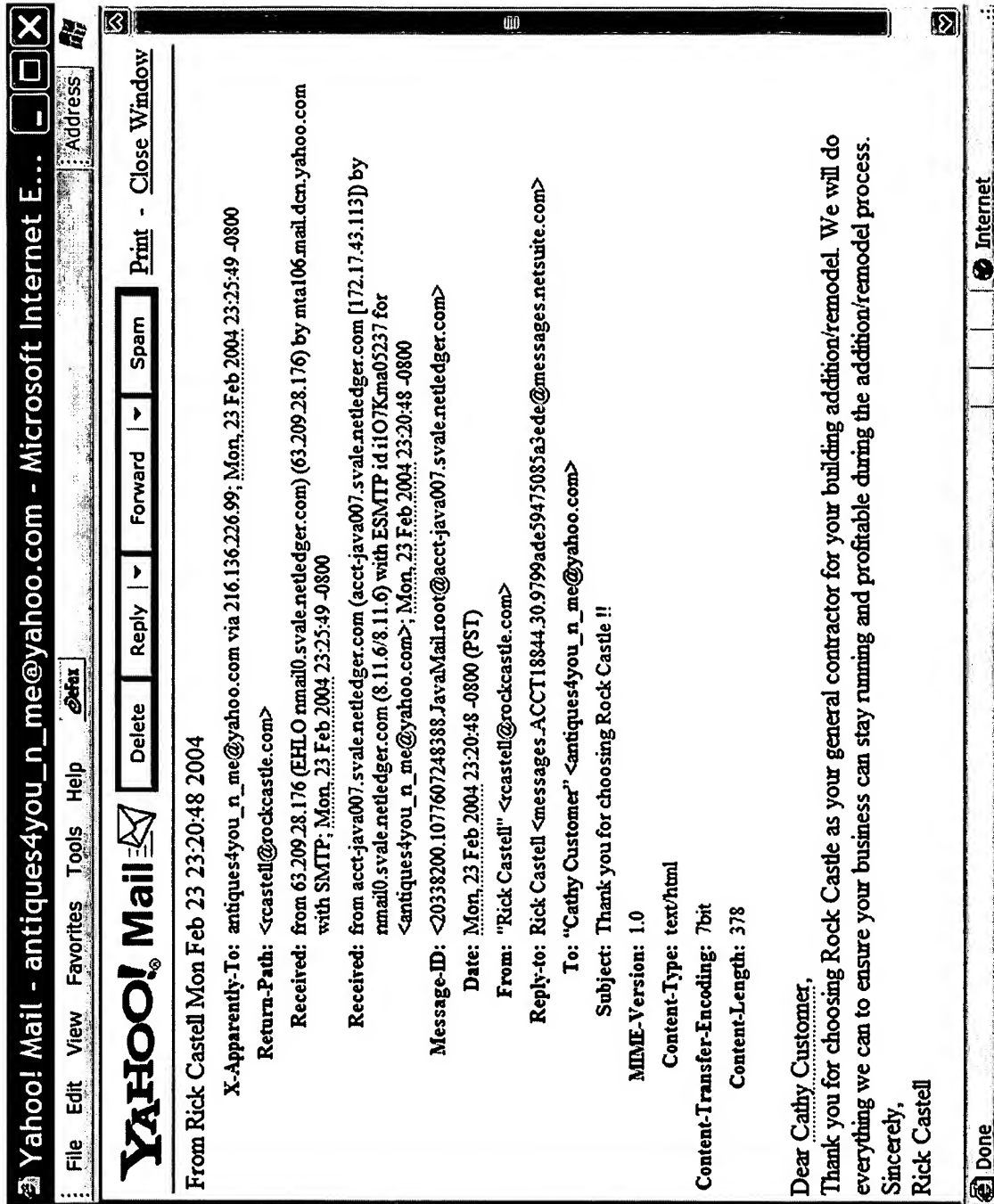


FIG. 8

FIG. 9

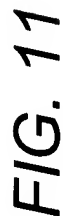
Rick Castell

Return-Path: <antiques4you_n_me@yahoo.com>
 Received: from nmail0.svale.netledger.com ([63.209.28.176])
 by dove (EarthLink Mail Service) with ESMTP id 1aVxHS5kr3NZFmi0
 for <rcastell@rockcastle.com>; Tue, 24 Feb 2004 00:14:20 -0800 (PST)
 Received: from backend002.svale.netledger.com (backend002.svale.netledger.com [172.17.43.42])
 by nmail0.svale.netledger.com (8.11.6/8.11.6) with ESMTP id iIO8EKa09292
 for <rcastell@rockcastle.com>; Tue, 24 Feb 2004 00:14:20 -0800
 Message-ID: <4726209.1077610460615.JavaMail.root@backend002.svale.netledger.com>
 Date: Tue, 24 Feb 2004 00:14:20 -0800 (PST)
 From: antiques4you_n_me@yahoo.com
 Reply-To: "antiques4you_n_me@yahoo.com"
 <messages.ACCT18844.31.8e598ae234653d0e146e@messages.netsuite.com>
 To: rcastell@rockcastle.com
 Subject: Re: Thank you for choosing Rock Castle !!
 MIME-Version: 1.0
 Content-Type: text/plain
 Content-Transfer-Encoding: quoted-printable

From: antiques4you_n_me@yahoo.com
 Sent: Tuesday, February 24, 2004 12:14 AM
 To: rcastell@rockcastle.com
 Subject: Re: Thank you for choosing Rock Castle !!

Rick,
 Thank you for your message. I would like to choose my
 own flooring contractor, is this acceptable to Rock
 Castle construction?
 -Cathy Customer

FIG. 10



| | | | | | | | | | | | |
|------------|------------|---------|----------|---------------|--------------|-------|-------|-------|-----------|-----------|--|
| • Contacts | Activities | • Notes | Messages | Opportunities | Transactions | Items | Cases | Files | Campaigns | Jobs/Subs | |
| E-mail | | Attach | Refresh | View History | | | | | | | |

| View | Date & Time | From | To | Subject | Type | Files | Remove |
|----------------------|--------------------|----------------|----------------|---|--------|-------|--------|
| View | 2/24/2004 1:05 am | Rick Castell | Cathy Customer | Flooring contractor policy | E-mail | | Remove |
| View | 2/24/2004 12:14 am | Cathy Customer | Rick Castell | Re: Thank you for choosing Rock Castle !! | E-mail | | Remove |
| View | 2/23/2004 11:20 pm | Rick Castell | Cathy Customer | Thank you for choosing Rock Castle !! | E-mail | | Remove |

FIG. 13

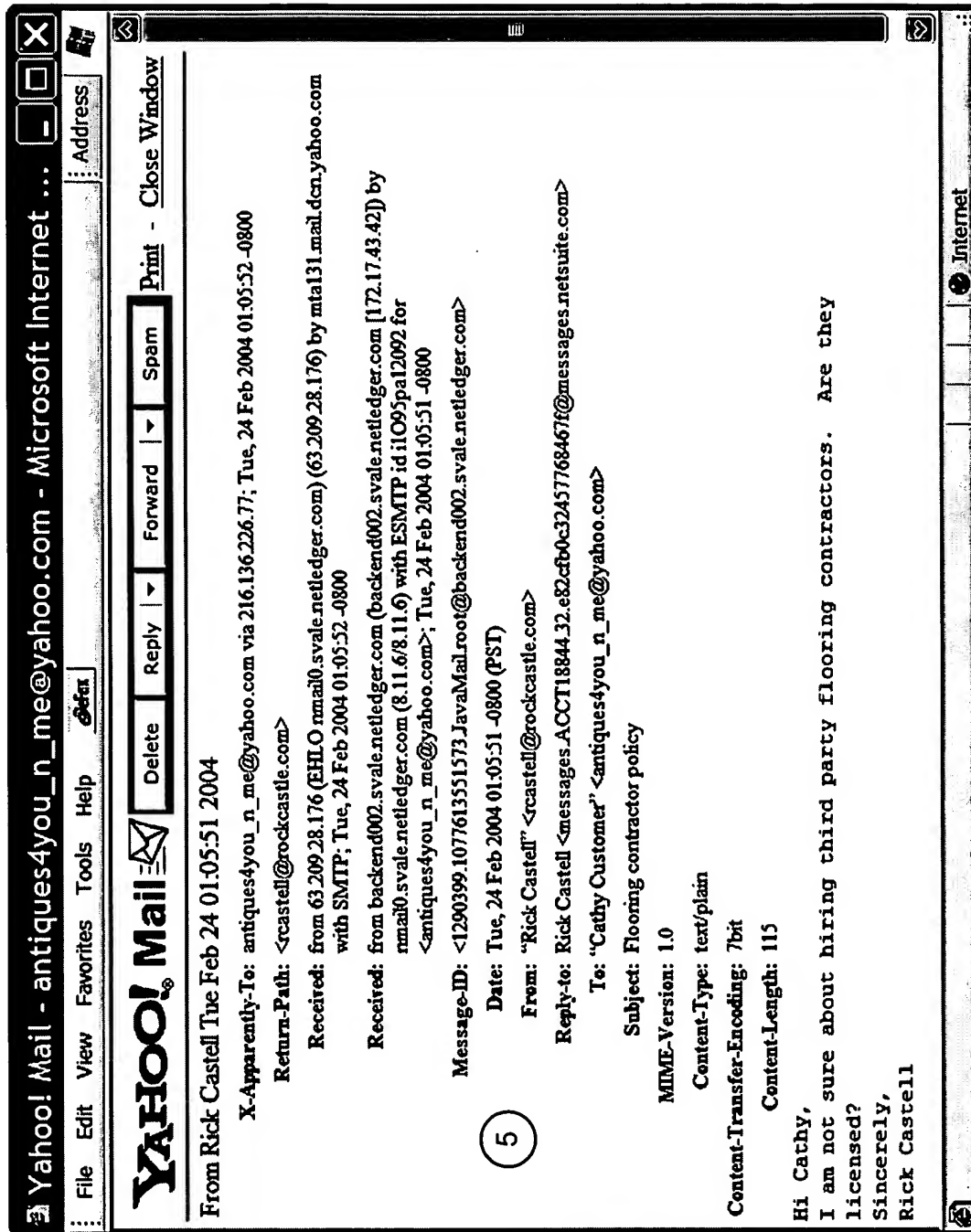


FIG. 14

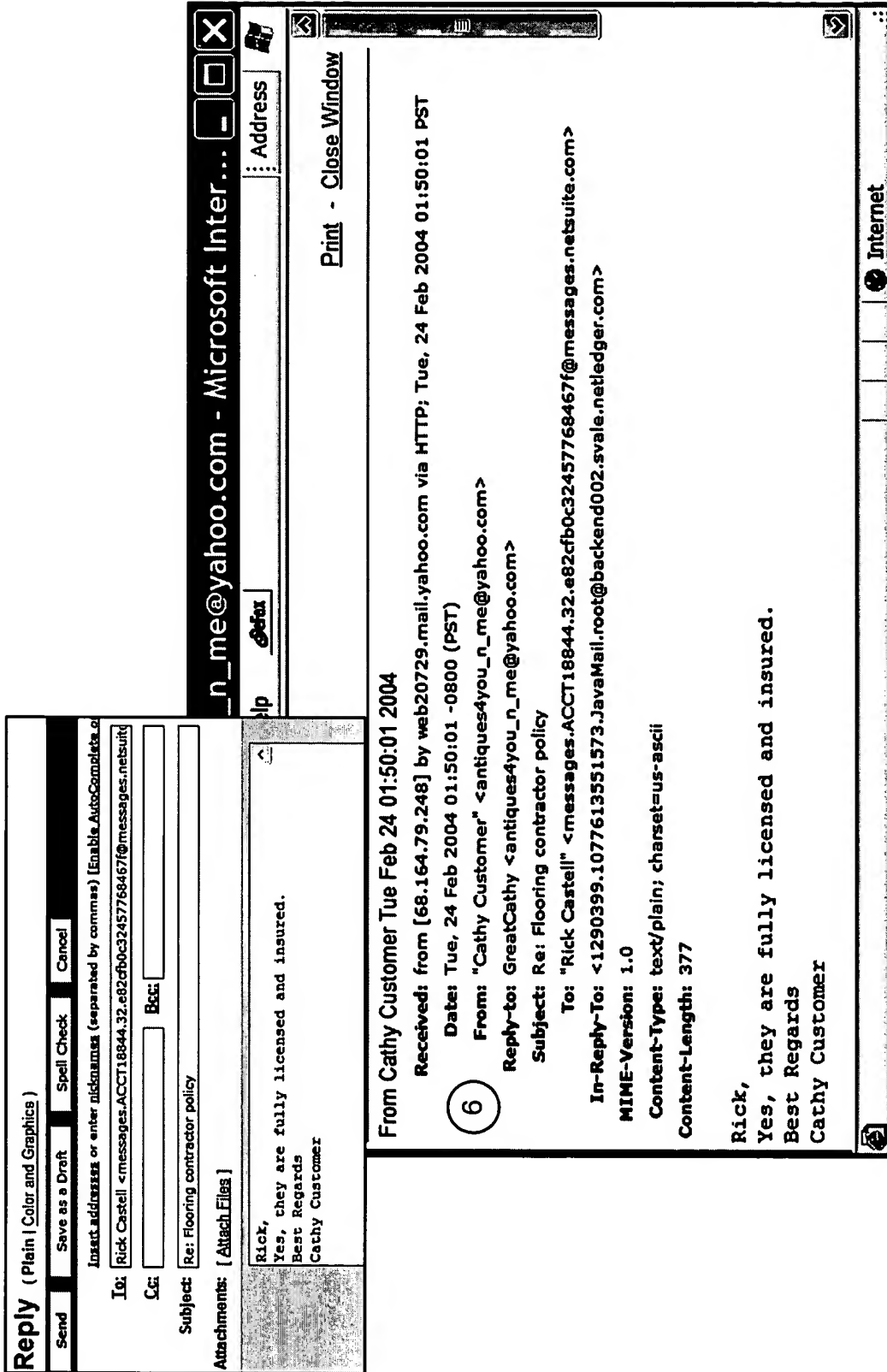


FIG. 15

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Rick Castell

Return-Path: <antiques4you_n_me@yahoo.com>
 Received: from nmail0.svale.netledger.com ([63.209.28.176])
 by dove (EarthLink Mail Service) with ESMTP id 1aVzcu20s3NZFmi0
 for <rcastell@rockcastle.com>; Tue, 24 Feb 2004 01:50:02 -0800 (PST)
 Received: from backend002.svale.netledger.com (backend002.svale.netledger.com [172.17.43.42])
 by nmail0.svale.netledger.com (8.11.6/8.11.6) with ESMTP id iIO9o2a13515
 for <rcastell@rockcastle.com>; Tue, 24 Feb 2004 01:50:02 -0800
 Message-ID: <29691953.1077616202285.JavaMail.root@backend002.svale.netledger.com>
 Date: Tue, 24 Feb 2004 01:50:02 -0800 (PST)
 From: antiques4you_n_me@yahoo.com
 Reply-To: "antiques4you_n_me@yahoo.com"
 <messages.ACCT18844.33.148e4cbfb39edde676@messages.netsuite.com>
 To: rcastell@rockcastle.com
 Subject: Re: Flooring contractor policy
 MIME-Version: 1.0
 Content-Type: text/plain
 Content-Transfer-Encoding: 7bit

From: antiques4you_n_me@yahoo.com
 Sent: Tuesday, February 24, 2004 1:50 AM
 To: rcastell@rockcastle.com
 Subject: Re: Flooring contractor policy

Rick,
 Yes, they are fully licensed and insured.
 Best Regards
 Cathy Customer

FIG. 16

| View | Date & Time | From | To | Subject | Type | Files | Remove |
|----------------------|--------------------|----------------|----------------|---|--------|-------|------------------------|
| View | 2/24/2004 1:50 am | Cathy Customer | Rick Castell | Re: Flooring contractor policy | E-mail | | Remove |
| View | 2/24/2004 1:05 am | Rick Castell | Cathy Customer | Flooring contractor policy | E-mail | | Remove |
| View | 2/24/2004 12:14 am | Cathy Customer | Rick Castell | Re: Thank you for choosing Rock Castle !! | E-mail | | Remove |
| View | 2/23/2004 11:20 pm | Rick Castell | Cathy Customer | Thank you for choosing Rock Castle !! | E-mail | | Remove |

| Contacts Activities Notes Messages Opportunities Transactions Items Cases Files Campaigns Jobs/Subs | | | | | | | | | |
|---|--------------------|------------------------|-------------------------|---|--------|-------|------------------------|--|--|
| E-mail | | Attach | Refresh | View History | | | | | |
| View | Date & Time | From | To | Subject | Type | Files | Remove | | |
| View | 2/24/2004 11:26 am | Rick Castell | Cathy Customer | RE: Flooring contractor policy | E-mail | | Remove | | |
| View | 2/24/2004 1:50 am | Cathy Customer | Rick Castell | Re: Flooring contractor policy | E-mail | | Remove | | |
| View | 2/24/2004 1:05 am | Rick Castell | Cathy Customer | Flooring contractor policy | E-mail | | Remove | | |
| View | 2/24/2004 12:14 am | Cathy Customer | Rick Castell | Re: Thank you for choosing Rock Castle !! | E-mail | | Remove | | |
| View | 2/23/2004 11:20 pm | Rick Castell | Cathy Customer | Thank you for choosing Rock Castle !! | E-mail | | Remove | | |

FIG. 19

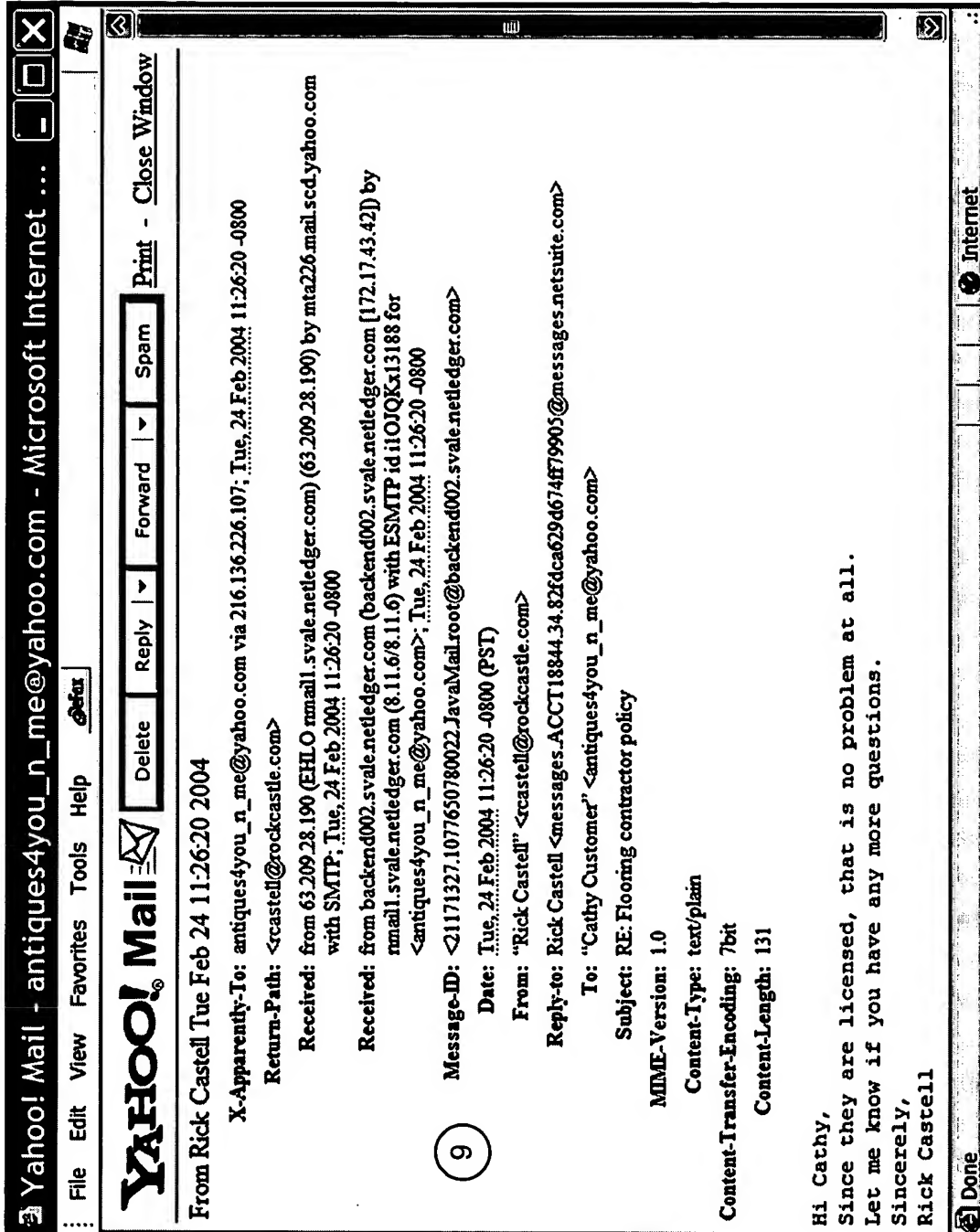


FIG. 20